



Carers' **Information Pack**

(for carers of adults aged 26+)



**Produced by the Carers Sub Group of the Learning
Disability Partnership Board**

January 2012

1. Introduction - Who is a carer?

“A carer spends a significant proportion of their life providing unpaid support to family and potentially friends. This could be caring for a relative, partner or friend who is ill, frail, disabled or has a mental health problem or substance misuse problems” (DoH, 2008).

A carer's role can include:

- Keeping an eye on someone to make sure they are safe
- Helping to make their meals, or doing housework or shopping
- Helping them with washing, feeding or dressing
- Making sure that medication is taken or collected on time
- Providing emotional support for someone in their own home
- Reminding them to do things that they can no longer remember to do

If you do any of the above, or anything similar for a family member or friend who needs assistance, then you may be that person's carer, even though you may feel you are only doing what you need to do to keep them safe and well.

A carer can be of any age, including those under the age of 18 (who are often described as young carers) and can also be the parent of a disabled child.

2. Life Stages Service

A Life Stages Service for Disabled Children and Adults with a Learning Disability has recently been set up by Darlington Borough Council. This is a single service that brings together the previous services for Disabled Children and Adults with a Learning Disability under a single management structure.

The service is based at Harewood House and divided into two broad areas:

- Services and support to those between the ages of 0 and 25 years old
- Services and support to those over the age of 26.

In the first phase of the Service's development, the focus is on bringing together the Local Authority's services. The second phase will look at further integration to include NHS colleagues.

3. Assessment, Person Centred Plans and Person Centred Reviews

Carer's Assessment

If the person you care for is being assessed or reviewed by the Life Stages Service, you also have a right to have an assessment of your needs as a carer as part of the assessment or review of the person you care for.

In addition, if you are providing "a substantial amount of care on a regular basis", you are also entitled to a separate assessment of your needs as a carer. This right applies, even if the person you are caring for refuses an assessment or the provision of services.

Your rights to assessment are explained more fully in the enclosed leaflet C1 – Helping Carers to Care.

Assessment of the Person you care for

The Life Stages Service will carry out an assessment in order to find out what support the person that you care for requires, and what help we can provide. In most instances, if the person you care for is eligible for assistance from the Life Stages Service, they will be offered an indicative personal budget to enable them to meet their identified support needs. They may choose to receive this as a Direct Payment or the Life Stages Service can arrange and manage the support as a Directly Managed Service on their behalf. For more information on assessments, please see the enclosed leaflets 'G1– Adult Social Care in Darlington' and 'A Brief Guide to Self Directed Support'.

Planning for the future

You may like to consider plans for the future care of the person you care for, either as part of their assessment, or as part of your carer's assessment. If you would like to do this, please speak to the person carrying out the assessment.

Alternatively, you can speak to the Learning Disability Carers' Support Worker.

Person Centred Planning

Person Centred Planning is a way of helping people to make changes in their lives. It does this by finding out what is important to and for the person and what help is needed to make changes. The plan is developed in partnership with family and friends, and belongs to the person. Information can be shared with care managers and providers, but only if the person agrees to this.

There are different styles of person centred planning, for example PATH (Planning Alternative Tomorrows With Hope), MAP (Making Action Plans) and Essential Lifestyle Planning.

PATH is a strongly focused planning style and can be used with individuals or organisations. It looks at dreams and goals and plans the progress towards achieving these goals, and who will help to move the person towards this.

MAP is more of a 'picture building' style – looking at the history of the person, who they are and what unique qualities/gifts they possess. MAP helps the individual to express opinions, as well as hopes and fears for the future. MAP is not as focused as PATH and not as detailed as Essential Lifestyle Planning – it is somewhere between the two.

ESSENTIAL LIFESTYLE PLANNING focuses on what is important to the person, and balances this with the things we need to know or do in order to keep the person happy, healthy and safe. Essential Lifestyle Planning should always have an Action Plan. It is a living

document and should grow and change with person involved in the planning.

Person Centred Reviews

A Person Centred Review is a different way to do reviews.

By using person centred thinking tools, along with the principles of person centred planning, the review ensures that everyone is heard, and that there are shared actions with a bias toward inclusion.

The Person Centred Review fulfils statutory requirements.

Information collected at a person centred review could be developed into a person centred plan.

4. Support for carers

Learning Disability Carers Support Worker

There is a Learning Disability Carers Support Worker who is able to provide additional support for carers. Her role is to offer support and advice to carers on specific issues following referrals from the Social Care Co-ordinators. This may be on a time-limited basis. She will also signpost carers to other sources of support.

Should you need further information on the service or would prefer to contact her direct to discuss the support she can offer, you can do so by contacting her at:

June Jennings
Darlington Borough Council, Adult Social Care & Health
North Lodge, Central House
Gladstone Street, Darlington DL3 6JX
Tel: 01325 346899
Fax: 01325 346474
[Email: june.jennings@darlington.gov.uk](mailto:june.jennings@darlington.gov.uk)

DAD Carers' Support Service

You can also find information and support about caring from Darlington Association on Disability's "Carers' Support Service", which is open from Monday - Friday, 9am until 4.30pm. They are located at:

Enterprise House
Valley Street North
Darlington
DL1 1GY
Tel: 01325 357533

Appointments can also be arranged outside normal working hours to fit with the needs of working carers. For further information please see the enclosed leaflet or visit the Carers' Support Service website at <http://darlingtondisability.org/carer/carer.htm>

The Carers' Support Service also holds Darlington's **Carers Register**, which allows you to identify yourself as a carer. You can then receive a regular newsletter giving information about services and support. The register also gives a more accurate picture of carers in Darlington, which can be used by Health, Darlington Borough Council and other organisations to plan support for carers in Darlington.

Carers UK Darlington Branch run a carers drop-in and details can be obtained from the Carers' Support Service. For more information telephone 01325 357533.

YMCA Young Carers Project

Provides one to one and group based support for young carers under the age of 18.

YMCA, Middleton Court, Middleton Street, Darlington DL1 5SZ.

Telephone: (01325) 462452 ex 31

Mobile: 07725 762994 youngcarers@ymcateesvalley.org.uk

Darlington Young Adult Carers Project

Provides one to one and group based support for young adult carers aged 16 – 25.

Telephone: (01325) 462452 ex 31

Text : 07526 437221 or 07624 818780

Email: rdyne@ymcateesvalley.org.uk

5. Services available

Carer Breaks

There are a number of ways in which carers can take time out from their caring role, depending on what suits them and the person that they care for.

Some options include the following:

- A paid care worker may support the person with a learning disability to take part in a day time or evening activity of their choice, whilst the carer has a break from their caring role. This may either be by the paid care worker accompanying the person to take part in an activity out of the home or by providing support in the person's own home whilst the carer undertakes an activity of their choice either within or outside the home.
- A paid care worker may stay overnight with the person with a learning disability in their own home whilst the carer goes away for a break, or is able to stay in bed rather than getting up to provide assistance to the person with a learning disability.
- The person that they care for may go into a respite home (such as Newton Lane), stay with a family living provider, or stay in a caravan or hotel with a personal assistant for one or more nights.

Carers Services

These are services provided to carers in their own right to enable them to continue in their caring role or to maintain their health and wellbeing. The type of support that can be provided depends on the carer's particular needs.

Examples may include:

- Assistance with domestic tasks such as housework and ironing
- Assistance with gardening

- Help to pay for recreational or other activities eg driving lessons, alternative therapies, gym membership, computer courses

Whilst the Life Stages Service can arrange breaks or Carers Services as described above, carers may also want to take their breaks or Carers Services more flexibly. This can be achieved by use of a personal budget.

Personal Budgets

A 'personal budget' is the sum of money the Life Stages Service will contribute to meeting an individual's social care support needs.

If you are an adult (18+ years old) and have completed a Supported Self Assessment Questionnaire (either on your own or with help), and have a completed Support Plan that is agreed with the Local Authority, you will be entitled to a personal budget.

A personal budget can be used in three ways:

- As a direct payment to you
- As a service bought by the council
- Both as a direct payment and a council bought service

Carers may also be able to receive a personal budget for Carers Services.

Direct Payments

These are payments made to the person who is cared for, so that they can arrange support to meet their needs, whilst their carer has a break. The person cared for can have as much or as little support as they need to arrange the break and may choose to have their carer do this for them.

Carers can also receive direct payments for services in their own right as carers.

Further information can be found in the direct payments leaflet enclosed.

6. Help in an Emergency

Within the carer's assessment process, there is the opportunity to consider what support the person you care for would need if you were temporarily unable to provide assistance. If you would like more information on this, please ask the person carrying out the assessment.

Carers Emergency Support Service

The Carers Emergency Support Service enables carers to get help in an emergency situation e.g. if they have to go into hospital unexpectedly. For more information contact:

Unique Home Care Ltd
Innovation House
26 Longfield Road
South Church
Bishop Auckland
DL14 6XB

Telephone: 01388 773884

Duty Team at Harewood House

If you need help in an emergency **during** normal office opening hours and you are unable to contact the Social Care Co-ordinator for the person that you care for directly, you can contact the Duty Team at Harewood House as follows:

14 Harewood Hill
Darlington
DL3 7HY

Tel 01325 406125
Fax 01325 406155

If you need help in an emergency **after** normal office opening hours, the Emergency Duty Team can be contacted on 08702 402994

7. Health

Health Action Plans

The Health Action Plan says what services and support the person with a learning disability needs to have a healthy life. It also contains a list of people who may be able to help. The person with a learning disability usually keeps a copy of the Plan, which may have pictures and easy words, or be on tape.

All people with a learning disability should be offered a Health Action Plan, when they first come into the service or when they receive a review. More details can be obtained from Health Action Plan Facilitators Ruth Taylor on 01325 555953 or Corinne Davies on 01325 555953.

Darlington NHS Emergency Care Centre, Doctor Piper House, King Street, Darlington DL3 6JL

The Emergency Care Centre is staffed by specialist nurses, providing healthcare advice, information and treatment to local residents, shoppers, commuters and visitors.

The Emergency Care Centre is open 24 hours a day, seven days a week, with no appointment necessary.

For more details contact 01325 364271.

Patient Experience Team

Provide information and support for patients, their families and carers and listen to concerns, suggestions and queries about NHS services.

NHS County Durham & Darlington
John Snow House, Durham University Science Park
Durham
DH1 3YG
Telephone: 0800 783 5774
Email: dar-pct.pals@nhs.net
Website: www.cdd.nhs.uk

For more details, please see the leaflet enclosed.

8. Welfare Benefits

Every year billions of pounds of welfare benefits and tax credits go unclaimed, including up to £3½ billion of Housing Benefit and Council Tax Benefit. You may be entitled to more money than you are currently receiving.

To find out, contact these organisations:

If you are over fifty, you can contact **Age UK Darlington** on 01325 357345/362832

For help with Rent and Council Tax payments, you can contact **Darlington Borough Council Housing Benefit** - 01325 388514 or hbenquiries@darlington.gov.uk

Please also find enclosed leaflet 'Information for Carers about Council Tax'.

You can also contact **Darlington Welfare Rights** at any time on 01325 388656 or welfarerights@darlington.gov.uk

All of these services have access to "Language Line" interpreters.

Citizens Advice Bureau (CAB)

At Darlington CAB you can get general advice on a range of problems and referral (if appropriate) to specialists for advice on money, welfare benefits and employment issues.

Darlington CAB operates a system of Gateway interviews. This means that clients no longer need to book an appointment in advance. Instead, they can come in for a brief initial assessment, and the adviser will then arrange an appropriate follow-up. Gateway interviews are available at the following times:

Monday and Thursday, 10am – 12 noon
Tuesday and Friday 10am – 12 noon and 12.30pm – 2.30pm
Wednesday 11am – 1pm
Telephone: 01325 256999

Fax: 01325 380324

Darlington CAB also operates an outreach service from a number of hospitals, drop in centres and GP surgeries. For more details contact CAB on the above telephone number or details can be obtained via the website at www.darlingtoncab.co.uk/outreach.htm

9. Supporting People

The housing and support subgroup have developed a booklet for people with learning disabilities and their carers. The booklet covers some of the main points to consider when looking at different housing, care and support options including:

- Owning your own home
- Renting a home
- Supported housing
- Floating support

The booklet will be available through the Supporting People website at: -

<http://www.darlington.gov.uk/Housing/Supporting+People/Supporting+People.htm>

You can also discuss the booklet with a member of the Supporting People team on 01325 388278/388284.

10. Useful national and local contacts

a). National websites

Directgov - www.direct.gov.uk/carers

Carers UK – www.carersuk.org

Carers Direct – www.nhs.uk/carersdirect

The Princess Royal Trust for carers – www.carers.org

Department of Health –website for carers - www.carers.gov.uk

Department for Work and Pensions- www.dwp.gov.uk

Every Child Matters- www.everychildmatters.gov.uk

Transitions- www.transitioninforonetwork.org.uk

CAB Adviceguide - <http://www.adviceguide.org.uk/>

b). Local websites and telephone numbers

Advocacy Together

Tel: (01325) 465337 or (01325) 468741 (answerphone)

Email: darlington@together-uk.org

Darlington Association on Disability, Carers' Support Service

Tel: (01325) 357533

<http://darlingtondisability.org/carer/carer.htm>

Darlington Borough Council Supporting People team

Tel: (01325) 388278/388284

<http://www.darlington.gov.uk/Housing/Supporting+People/Supporting+People.htm>

Darlington Borough Council Services for People

Tel: (01325) 346200

<http://www.darlington.gov.uk/Health/AdultServices/AdultSocialCare.htm>

Darlington Primary Care Trust

Tel: (01325) 364271

<http://www.darlingtonpct.nhs.uk/>

YMCA Young Carers Project

Tel: (01325) 462452

Mobile: 07725 762994

<http://www.darlington.gov.uk/Health/Childrens+Services/Young+Carers/YoungCarers.htm>

Darlington Young Adult Carers Project

Tel: (01325) 462452 ex 31 or 357533

Text: 07526 437221 or 07624 818780

Email: rdyne@ymcateesvalley.org.uk

11. Feedback

- We would very much like to receive your comments on this pack. If you would like to comment, please use the form enclosed.
- If you would like to comment on any aspect of the services you or the person you care for receive, you can use the compliments, comments, suggestions and complaints procedure enclosed.

12. Recommend a friend

If you know a friend who is a carer, who would like a copy of this pack, please send us their name and address and we will send them a copy.

Name.....

Address.....

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Tel number.....

Recommended by.....